

# NETWORK MANAGER REPORT

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NOVEMBER 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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## OVERVIEW

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### Operations

November brought peak renewal season to a close for many of our state partners. The focus of the AI team in November was completing the busy license renewal season and preparing for the implementation of several new online applications scheduled to go live in the first quarter of 2011.

Highlights for the month include:

- The Certificate of Existence application for the Alabama Secretary of State's office experienced a 70% increase in transactions from October 2010 to November 2010. The application was launched October 2010 and allows corporations registered with the state of Alabama to purchase a copy of their Certificate of Existence.
- In November, AI processed over \$3 million in Hunting and Fishing Licenses for the Department of Conservation and Natural Resources. More than \$1 million were sold via the Home Internet application alone.
- Over 3,350 transactions were processed for the Alabama Board of Professional Engineers and Land Surveyors renewal application. This is a 22% increase from November 2009 to November 2010. This application allows licensed engineers and land surveyors to renew their professional licenses online.
- Over 700 transactions have been processed through the Title Search application for the Alabama Department of Revenue. Live for only a month, the application has made over \$4,000 for the Department.
- The Alabama State Bar renewal application experienced a 15% increase in adoption from November 2009 to November 2010. This application allows attorneys to renew their State Bar licenses online.
- The Alabama Department of Public Safety processed over 1,000 cash reports during the month of November, more than doubling the number of interactive reports from November 2009.
- Transactions for the Board of Veterinary Medical Examiners License renewal nearly tripled in November 2010, compared to November 2009. This was the first year that the Board of Veterinary Medical Examiners required all licensees to renew their professional licenses via our online application.
- The Alabama State Board of Public Accountancy license renewal application almost doubled its amount of transactions from November 2009 to November 2010. This application allows licensed public accountants to renew their professional licenses online.

## **Marketing**

Alabama Interactive's marketing team stayed extremely busy during the month of November, with renewal season nearing a close and hunting season in full swing. This has been a strong year for both new applications as well as existing applications which have been in production for several seasons. The focus for the marketing team during November was completing the busy license renewal season and preparing for the implementation of several new online applications scheduled to go live in January 2011.

## **Customer Service**

The month of November was a busy month for the Alabama Interactive customer service team, especially for the Homebuilders' License Renewals and the Department of Conservation and Natural Resources' hunting license point of sales purchases. The AI team answered 857 live chats and 490 customer support e-mails throughout the duration of the month. The customer service team also answered many more phone calls with general questions about various state services and online applications.

The customer service team implemented Daptiv, an internal database used to track phone calls and live chats. This tool provides a more efficient way to track all refund requests and support requests in order to ensure the best quality of service. The customer service team is now more able to see which agencies and/or applications require the most attention. This database also provides another outlet of communication for all AI employees.

The customer service team continues to do an outstanding job in providing services to the customers. One customer had misplaced his hunting license and needed a replacement quickly. Our customer service representative assisted the customer with his request. In response to the service received, he replied, "You are all my new heroes." Another customer recognized the responsiveness of the AI team by stating "Thank you for your prompt response. It is always easy to get a response from your company." AI's customer service team will continue implement techniques to further enhance the services provided to the customers.

## **Development**

Throughout the month of November the AI development team successfully completed three Oracle database migrations. Each of these migrations required careful planning and coordination with the entire development staff. The Oracle migration process is ahead of schedule with 90% of databases migrated and only a few databases left to complete.

Two members of the AI development team attended a BlackBerry development conference this November. The conference provided additional knowledge of the functions, features and capabilities of the BlackBerry platform and offered some practical hands on development experience. The knowledge gained at this conference will be shared with the rest of the development staff in future development team meetings.

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## PROJECT REPORT

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### Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	05/17/2010
Alabama Department of Environmental Management	General Invoice Payment	Allows individuals to pay various ADEM generated invoices and fees online	05/24/2010
Alabama Interactive	Portal - Version 8	The new portal added a number of new features including a carousel of quick links and an interactive map.	06/01/2010
Alabama Home Builders Licensure Board	Expired Inactive – Corporation License Renewal	Allows corporations to renew their Expired Inactive license online	06/01/2010
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows an acting administrator to apply for a interim permit	07/01/2010
Alabama Department of Revenue	Personalized Tag Reservation	Application re-write	07/14/2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	08/01/2010
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	08/02/2010
Alabama Department of Labor	Child Labor Certificate Renewals	Allows users who purchased a child labor certificate to renew their certificates online	08/16/2010
Alabama State Board of Chiropractic Examiners	Fines and Fees	Allows users to pay their Board fine and fees online	09/02/2010
Alabama Alcohol Beverage Control Board	Vendor Rep-ID's	Provides Alcohol Brand Reps ID Cards w/pictures	09/21/2010
Alabama Secretary of State	Corporation Certificate of Existence	Certificate of Good Standing for Corporations	10/01/2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	10/01/2010

Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	10/01/2010
Alabama Licensure Board for Interpreters and Transliterators	Change of address	Allows licensees to change address online	10/01/2010
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	10/01/2010
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	10/01/2010
Alabama Department of Revenue	Registration Record Search	Allows user to search registrations online	10/01/2010
Alabama Department of Revenue	Title Record Search	Allows user to search titles online	10/01/2010
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	10/14/2010
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	10/18/2010

## Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	05/05/2010
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	05/14/2010
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	05/17/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Update to add Bachelors degree option to application	05/19/2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	06/01/2010
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/01/2010
Alabama Interactive	Subscription Service	Allows users to apply / renew their subscription service online	06/09/2010
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	06/10/2010
Alabama Department of Conservation and natural Resources	Becoming an Outdoor Woman	Allows users to pay for Becoming an Outdoor Woman online	07/26/2010
Alabama Board of Physical Therapy	License Renewal	Updates to existing application	08/02/2010
Alabama Real Estate Appraisers Board	License Renewal	Updates to existing application	08/02/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Updates to existing application	08/15/2010
Alabama State Board of Chiropractic Examiners	Facility Renewals	Updates to existing application	08/17/2010



Alabama State Bar	Exam	Allows users to pay for their Bar exam online	09/01/2010
Alabama Board of Respiratory Therapy	Initial License	Updates to existing application	09/11/2010
Alabama Plumbers and Gas Fitters Board	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Onsite Wastewater Board	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Department of Revenue	Auto Dealers	Updates to existing license renewal application	10/01/2010
Alabama Department of Public Health	Facility Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Public Accountancy	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Public Accountancy	Firm Renewal	Updates to existing license renewal application	10/01/2010
Alabama Heating, Air Conditioning and Refrigeration Contractors	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Optometry	License Renewal	Updates to existing application	10/01/2010
Alabama Board of Veterinary Medical Examiners	License Renewal	Consolidate all apps into one for renewal period	10/01/2010

## In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in agency testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in agency testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010

Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD
Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in internal testing	May, 2010
Alabama Alcohol Beverage Control Board	Online Liquor Order Wholesale	Allows wholesalers to order liquor online	This application is in agency testing	June 2010
Alabama Department of Public Safety	Driver's license practice Test	Allows users to take the practice test online	This application is in agency testing	August 2010

## In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	August 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in the development phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Landscape Architects	Exam Application	Allows users to pay for their license exam online	This application is in the development phase	August 2010
Alabama Department of Public Health	Renovation Contractors	Allows renovation contractors to renew or apply for their license online	This application is in pre-project phase	October 2010

Alabama Department of Agriculture and Industries	Private applicator Permit	Allows private applicators to purchase their permits online	This application is in pre-project phase	October 2010
Alabama Department of Agriculture and Industries	Commercial applicator Permit	Allows commercial applicators to purchase their permits online	This application is in pre-project phase	October 2010
Alabama Electrical Contractors Board	Replacement Title	Allows licensees to get copies of their licenses if lost or stolen	This application is in pre-project phase	January 2011
Alabama Department of Labor, Child Labor Division	Fees and Fines	Allows users to pay their fees and any fines online	This application is in pre-project phase	TBD

## Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Updates to existing application	This application is in development	June 2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Rewrite	Application rewrite	This application is in pre-project phase	TBD
Alabama Board of Cosmetology	Salon Renewal	Updates to existing application	This application is in development	TBD

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## **SERVICE REQUESTS**

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### **Alabama Secretary of State**

#### **Corporate Name Reservations**

Alabama Interactive requests and recommends this service for the Alabama Secretary of State be added to the network. The payment application will be a Portal fee service and will be developed at no cost to the Secretary of State's office.

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## MONTH IN REVIEW

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Total AI Network Transactions:	186,249
Average Successful Request per Day:	6,208
Total alabama.gov Visitors:	130,611
Total alabama.gov Page Views:	212,131
Total alabama.gov Chats or Offline Messages from Live Help:	857
Total AI Customer Support Emails:	490

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## OPERATIONS & ADMINISTRATION

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With renewal season coming to an end Alabama Interactive's project managers have been working very close with each of our partners to ensure successful implementation of all renewal applications. Additionally, the implementation of Daptiv has played a key part in helping the portal offer successful customer service and seamless change management for renewal applications.

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## OTHER BUSINESS/IN CLOSING

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In closing, November proved to be a busy month for the team. We are looking forward to the coming months with new service offerings, the end of a successful license renewal season and higher adoption rates.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at [barrett@alabamainteractive.org](mailto:barrett@alabamainteractive.org)

Respectfully Submitted,

Barrett Gilbreath